



Water & Wastewater Operational Expedited Review Program (ERP)

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(Central Midlands)

Water & Wastewater Operational Expedited Review Program (ERP)

Requirements - Customer side

- Letter from Engineer requesting ERP
- Completed checklist
- Complete Request to Operate Package
- Payment
- Timely corrections/responses

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◆ 3-Strikes Rule

- 3 ERP submittal strikes, Engineer removed from program
 - ◆ Quality control
 - ◆ Time constraints

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◆ Strike

- Incomplete package
- Construction variance from permitted plans
- Site inspection problems

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Requirements – DHEC Region

- Approval to Operate issued in 5 days or less
 - ◆ Includes all possible correspondence
 - ◆ Includes site inspections, draw down test etc.

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◆ First Operational ERP project:

May 23, 2007

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◆ 97 Operational ERP projects *(09/23/2008)*

Water & Wastewater Operational Expedited Review Program (ERP)

◆ ERP funds collected \$82,500 *(09/23/08)*

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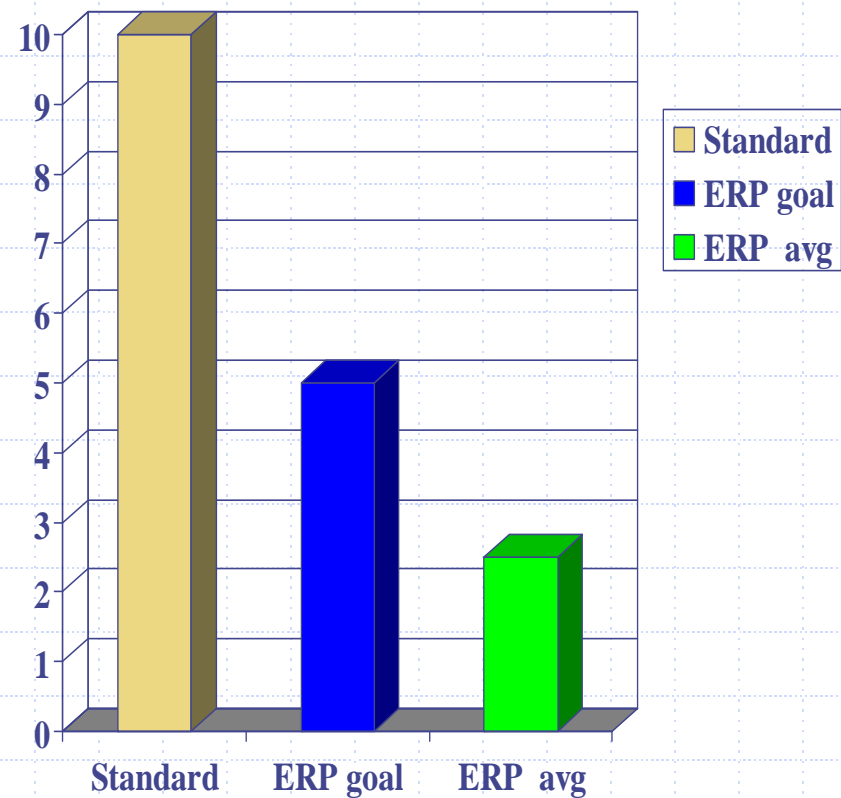
◆ ERP funds collected \$82,500 (as of 09/23/08)

- Operational Water: \$42,000
- Operational Wastewater: \$42,500

Water & Wastewater Operational ERP

◆ Turnaround time

- STD time ~ 10 day
- ERP goal = 5 days
- ERP AVG < 3 days



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Option – Provides Customer

- ◆ Ability to save money
 - Begin sales sooner
 - Seasonal business
 - Delivery of product
 - home closing
 - perishable goods
 - Pay tap fees before rate hike

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Option – Provides Customer

- ◆ Client Satisfaction
 - Resource allocation
 - Improve business relationships
 - Compensate for delays

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◆ COMMENTS/QUESTIONS?